



Overall satisfaction **WORLDWIDE**

Global snapshot of airport customer experience satisfaction, produced by ACI ASQ

Q1 2020

4.24 ↓

Q1 2019

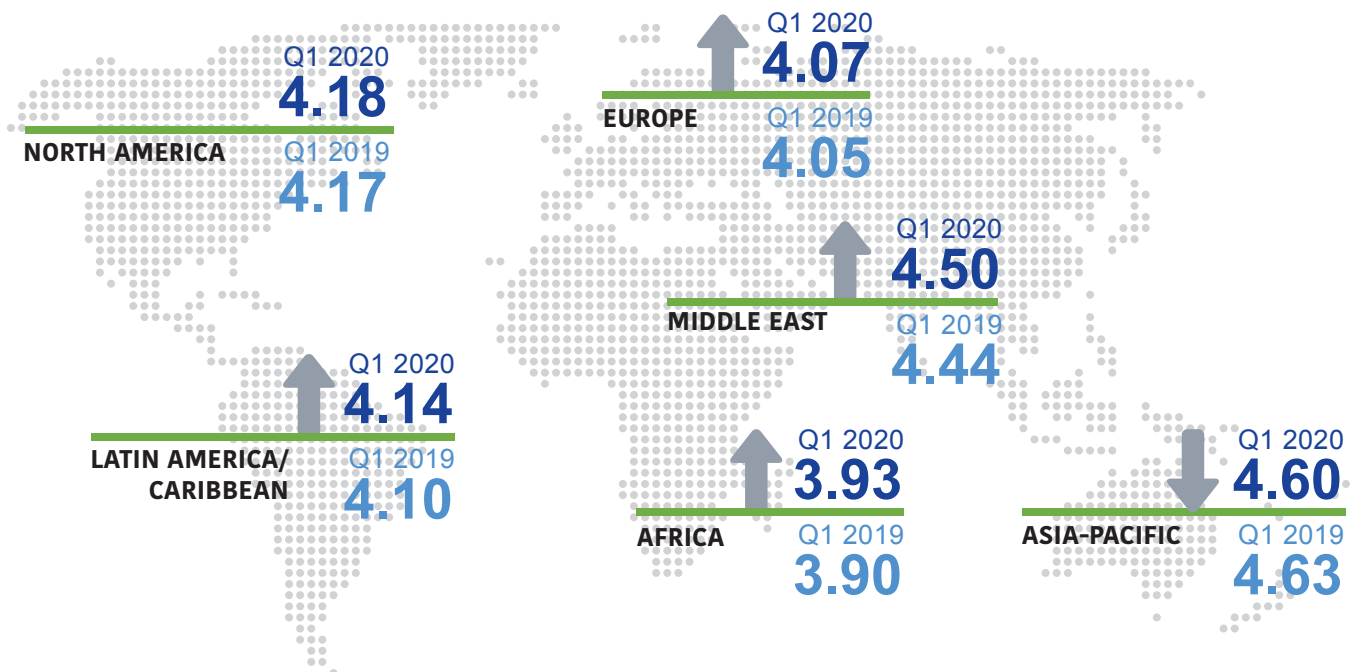
4.25

Passengers' overall satisfaction has slightly decreased in comparison to the same quarter of last year (Q1 2019)

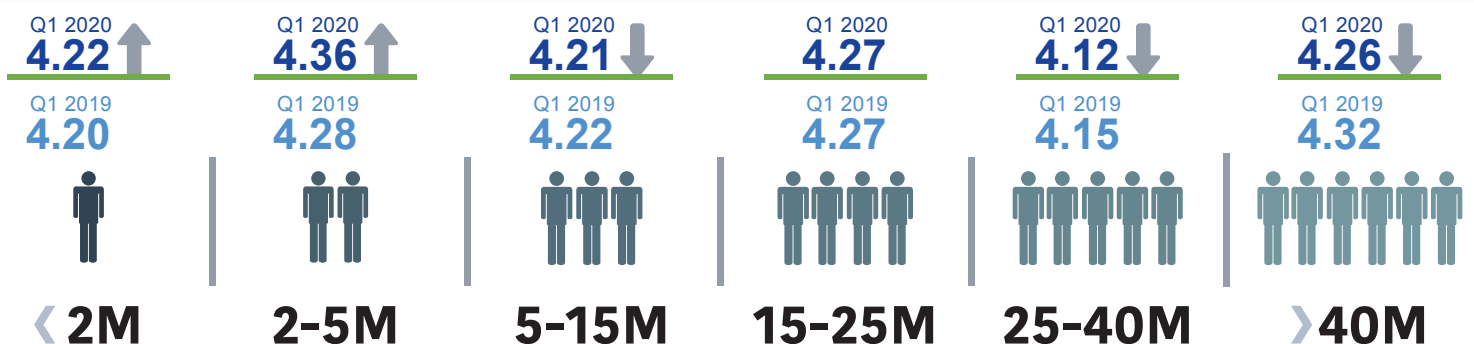
Compared to the same quarter of last year (Q1 2019), the overall satisfaction scores improved in most regions, except for Asia-Pacific where it declined slightly while the region was more severely affected by the COVID-19 outbreak. The result remains stable in North America. Smaller airports (<5 mppa) registered an increase of their scores, while the opposite is observed for larger airports.



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2019-2020, based on Q1 2020 results with 342 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q1 2019 result on a statistically significant level (95%). Results are means on a 5-point scale.